

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6014534	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 05/10/2016
NAME OF PROVIDER OR SUPPLIER MANORCARE OF PALOS HEIGHTS WEST		STREET ADDRESS, CITY, STATE, ZIP CODE 11860 SOUTHWEST HIGHWAY PALOS HEIGHTS, IL 60463			
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S 000	Initial Comments Complaint Investigation 1692136/IL84931 1692199/IL84994 1692346/IL85180	S 000			
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b) 300.1210d)1) 300.1210d)2) 300.1210d)3) 300.3240a) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee, and representatives of nursing and other services in the facility. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting. Section 300.1210 General Requirements for Nursing and Personal Care	S9999			

Attachment A
Statement of Licensure Violations

Illinois Department of Public Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

05/20/16

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S9999	<p>Continued From page 1</p> <p>b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>2) All treatments and procedures shall be administered as ordered by the physician.</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These Requirements are not met as evidenced by:</p> <p>Based in interview and record review, the facility failed to follow the comprehensive pain guidelines, assess the effectiveness of pain</p>	S9999			

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S9999	<p>Continued From page 2</p> <p>medication 1 hour after administration and failed to administer an additional dose as ordered for 1 of 3 residents (R1) reviewed for pain in the sample of 12. This failure resulted in R1's pain being assessed as 10 out of 10 on the numeric pain scale more than 4 hours after the administration of pain medication, R1 did not receive another dose of medication when it was due, and no additional orders were received to manage R1's pain.</p> <p>Findings include:</p> <p>On 4/26/16 at 2:30pm, R1 stated she asked several times to make her Norco scheduled every 6 hours just like it was at home, instead of as needed. R1 would ask for pain medication but it would still take staff several hours to bring it to her. R1 stated she did not receive Norco every 6 hours and would lay in bed in excruciating pain until the nurse would bring the medication more than 6 hours later.</p> <p>On 5/2/16 at 9:45am, Z6 (Family) stated R1 would ask for pain medication and did not get it as often as she could.</p> <p>Closed record documents R1 was admitted to the facility on 3/19/16 with the diagnoses of multiple sclerosis and back pain. Physician Order Sheet 3/19/16 (POS) documents the orders for the pain medications Norco 10-325 mg (milligram) 1 tablet every 6 hours as needed for pain, Oxycodone 30 mg 1 tablet every 12 hours scheduled for pain, Ibuprofen 800 mg 1 tablet every 8 hours scheduled for pain.</p> <p>March 2016 Medication Administration Record (MAR) documents R1 received all 3 medications. March 2016 Controlled Substance Record for</p>	S9999			

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S9999	<p>Continued From page 3</p> <p>Norco, March MAR 2016, and Nurse Progress Note 3/22/16 all document R1 received 1 tablet Norco at 2:30am on 3/22/16; 3/22/16 6:50am follow up pain scale is documented as 10 out of 10 pain scale and medication was ineffective. March 2016 MAR documents the next time pain medication was administered to R1 was 3/22/16 9am - Ibuprofen, Oxycodone, and Norco. R1 was able to get 1 tablet of Norco at 8:30am, but did not receive it until 9am. The nurse progress notes do not document communication with the physician that R1's pain medication regimen is ineffective and R1 rates the pain at 6:50am 10 out of 10 on the pain scale, more than 2 hours before the medication is given. March POS documents Norco was changed to scheduled doses every 6 hours on 3/25/16 after the nurse called the physician regarding ineffective pain management 3 days later. Minimum Data Set 3/26/16 documents R1 receives a scheduled and as needed (PRN) pain medication regimen; R1 has frequently experienced pain or hurting over the last 5 days; R1 has had to limit the day-to-day activities because of pain; over the last 5 days R1 rates her worst pain as a 10 on the 0-10 pain scale. Pain Care Plan initiated on 3/20/16 documents R1's pain goal is 0 on the numeric 0-10 scale and one intervention is to notify physician if pain frequency/intensity is worsening or if current analgesia regimen has become ineffective.</p> <p>On 4/27/16 at 1:20pm, E2 (Nurse Supervisor) stated pain medications are given as ordered. Nurses assess a patients level of pain when giving pain medication and document the level in the computer. After a dose is given, the computer will prompt a follow up pain assessment in 1 hour. The nurse reassesses the effectiveness of the dose given. If the pain medication is ineffective,</p>	S9999			

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S9999	<p>Continued From page 4</p> <p>the nurse calls the physician for orders to manage the pain.</p> <p>On 5/3/16 at 11:20am, E13 (Director of Nursing) stated nurses track the effectiveness of pain medication 1 hour after it was administered. Staff are to call the physician if the dose was ineffective, can get a change in dose, frequency or another medication to help manage the pain better.</p> <p>On 5/5/16 at 9:55am, E21 (Nurse) stated R1 received pain medication as ordered. E21 would consider a pain medication dose ineffective if the patient was awake and still complaining of pain. E21 stated ice packs or other interventions may be helpful to manage pain. If pain medication is ineffective, E21 stated the doctor may need to be called for a change in orders. E21 stated not to wait until next dose is due; the Physician should be called right away if the patient did not get relief from the last dose. E21 stated she does not recall what happened on 3/22/16 regarding R1's pain medication administration, does not know why she did not call the physician when R1 stated her pain was 10 out of 10, or why she waited until 9am to give another dose of Norco when it was due at 8:30am.</p> <p>On 5/9/16 at 10:20am, Z2 (Physician) stated that if R1 complained of pain 10 out of 10 and a dose of Norco was available, the nurse should have given it right away. Z2 stated that he was not notified about R1's ineffective pain management; if he had been notified, he would have changed the frequency, changed the Norco to scheduled instead of as needed, increased the dose, or added another medication. Z2 stated the Norco was changed to scheduled every 6 hours, but is not sure when.</p>	S9999			

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S9999	Continued From page 5 Pain Practice Guide - Identify the last dose of medication and the amount given to the patient prior to admission and when the next dose is due to be given. Verbal Descriptor Scale - the patient is asked to identify how much pain they are having by choosing a descriptor from no pain (0) to horrible pain (10). If a patient has evidence of pain or a condition with recurring episodes of pain, the physician is notified to obtain orders for pain medication. Pain evaluation is also completed before and after PRN medication administration. The interdisciplinary team designs the patient's care plan to focus on all of the patient's issues including those associated with pain symptoms. A measurable goal is developed and a target date established. Approaches are selected based on patient's preferences and past history of successful pain relief. Patients with a score of 4-7 twice in a seven day period or who had one score of 8, 9, or 10 are reported to the physician for possible treatment adjustment. (B)	S9999			